

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:4427

ANSWERED ON:14.12.2016

MNP Scheme

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Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the total number of subscribers ported out and ported in BSNL or MTNL;
- (b) the action taken by these PSUs to retain their customer base;
- (c) the number of mobile phone subscribers who have requested for porting out and porting in under the Mobile Number Portability (MNP), operator-wise;
- (d) whether some private cellular operators are not fully complying with the MNP norms and are keeping the subscribers request pending; and
- (e) if so, the details of the complaints received in this regard and the number of requests cancelled/kept pending by each of the operators under the MNP scheme and the action taken/being taken against the guilty operators by Government, operator-wise?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

- (a) A total of 79,75,846 subscribers have ported out and 60,51,215 subscribers have ported-in to the mobile network of Bharat Sanchar Nigam Limited (BSNL). A total of 4,41,879 subscribers have ported out and 1,21,219 subscribers have ported-in to the mobile network of Mahanagar Telephone Nigam Limited (MTNL).
- (b) Following actions have been taken by BSNL and MTNL to retain their customer base:
 - (i) Circles have formed Special Cell to contact customers and address their grievances on war footing.
 - (ii) Competitive prices for all wireless products.
 - (iii) Wide publicity through media highlighting the advantage of availing services, namely, Trusted Brand, Transparent Billing, Widest Network, competitive rates etc.
 - (iv) BSNL has provided the free National Roaming to its customers.
 - (v) BSNL is augmenting its mobile network progressively so as to enhance coverage/capacity.
 - (vi) Optimizing their network continuously for its better performance.
 - (vii) Continuous surveys for the low signal area and take corrective measures.
 - (viii) NodeBip-fication in all circles are being done for improving data speed of mobile network.
 - (ix) Quality of Service (QoS) measures like BTSs addition, capacity augmentation and upgradation, antenna titling, optimization of radio network and drive test are being done on continuous basis.
 - (x) Introduces/revises tariff plans as per market trend and other conditions from time to time.
- (c) Operator wise details of Port-out and Port-in subscribers are at Annexure-I.
- (d) & (e) A total of 2479 number of complaints have been received by different TERM Cells against various Telecom Service Providers (TSPs) across the country regarding keeping MNP request of subscribers pending or cancelled and thereby not complying with the MNP scheme during year 2015 and current year 2016 (upto 30.09.2016). Out of these complaints, a total of 2320 number of complaints have been received against private cellular operators. The TSP-wise details are at Annexure-II.
The complaints received are suitably addressed and resolved within reasonable period of time by TERM (Telecom Enforcement, Resource and Monitoring) Cells of Government.